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# 5

## TROUBLESHOOTING

SYSTEM ERROR MESSAGES .....	2
TRoubleshooting .....	2

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## SYSTEM ERROR MESSAGES

The MDS System currently has a limited number of possible system error messages and only one that causes an error message window to appear. You may experience error messages or warnings from other software used in association with the MDS System. For those types of messages you should refer to the appropriate software manuals. The only occurrence of an error message window is when you enter an invalid user name and password. The message will indicate authorization has failed and ask if you wish to retry. You can point and click on **OK** to try again or **Cancel** to discontinue the login process. If repeated attempts at entering your user name and password fail, contact the State Agency System Administrator for assistance.

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## TROUBLESHOOTING

Should a problem arise, you should initially review the troubleshooting information provided in the Frequently Asked Questions (FAQ) option from the HCFA MDS Main Menu, the Validation Report Messages and Description Guide, online Windows or Netscape Help, or the software and hardware manuals provided by the vendors. When possible, you should attempt to determine the nature or source of a particular problem so that you can contact the correct person for assistance. It may be helpful to write a detailed description of the problem, regardless of whether you are sending an email or calling for assistance.

**Hardware Problems**    Contact either the vendor from whom the hardware component was purchased or the manufacturer.

Example(s): The system will not boot. The modem does not respond.

**Software Problems**    Given the various software you will be using, it may be difficult to determine the source of a software problem. If you can determine the source, you should seek assistance as follows:

- For assistance with the MDS System, you should contact the State agency system administrator. If you are able to gain access to the MDS System, this person should be listed in the Points of Contact option from the HCFA MDS Welcome Page.

Example(s): Waited over an hour after selecting send for an Initial Feedback Report.

- If the problem appears to be in the Windows or Netscape, contact either the vendor or manufacturer of the software.

Example(s): An error message appears that doesn't have any corresponding explanation in the applicable software manual.

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- If the problem appears to be in the MDS encoding software, you should contact your MDS software vendor.

Example(s): File submission is continually rejected.